

SANTA FE FIRE DEPARTMENT
STANDARD OPERATING PROCEDURES

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ARTICLE 1 GENERAL ORDERS

DIVISION 1.1 PERSONAL CONDUCT STANDARDS

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.1.1-Personal Conduct Revised: 2004 Standards	

Every member of the Santa Fe Fire Department is expected to operate in a highly self-disciplined manner and is responsible to regulate their conduct in a positive, productive and mature manner.

The following list of directives represents the personal conduct standards for members of the Santa Fe Fire Department. The basis for these regulations are the following rules of conduct.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.1.2-Rules of Conduct Revised:2004	

Members Shall:

- A. All members shall read and become familiar with the rules, orders, procedures and guidelines of the department.
- B. Follow standard operating procedures, standard operating guidelines and written directives of the City of Santa Fe, the Santa Fe Fire Department and the City of Santa Fe and Santa Fe Firefighters Association agreement.
- C. Use their training and capabilities to protect the public.
- D. Work competently in their positions to cause all Department programs to operate effectively.
- E. Always conduct themselves to reflect positive credit on the department.
- F. Supervisors will manage in an effective, considerate manner and subordinates will follow instructions in a positive cooperative manner.

- G. Always conduct themselves in a manner that creates good order inside the department.
- H. Keep themselves informed in order to do their jobs effectively.
- I. Be concerned and protective of each member's welfare.
- J. In all activities, members shall operate safely and in good judgment to avoid injury to self and others.
- K. Observe the work hours of their position.
- L. Obey all state and federal laws.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.1.3-Rules of Conduct Revised:2004	

Members Shall Not:

- A. Engage in any activity that is detrimental to the department.
- B. Engage in an activity that is in conflict of interest to the department.
- C. Engage in any activities of a sexual nature while on duty.

All members shall conform to and promptly obey all rules and orders of the department. Infractions of the rules and orders of the department may cause the offending member to be subject to corrective action or discipline.

ARTICLE 1 GENERAL ORDERS
DIVISION 1.2 OATH OF OFFICE

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.2.1-Oath of Office Revised:2004	

All Uniformed Employees shall take the following oath upon becoming a member of the Santa Fe Fire Department:

"I _____ do solemnly swear that I will support the Constitution and Laws of the United States, the Constitution and Laws of the State of New Mexico and the Ordinances of the City of Santa Fe, New Mexico; that I will familiarize myself with and be obedient to the Rules, Regulations and Orders of the Santa Fe Fire Department; and that I will faithfully and impartially discharge the duties of the office of Firefighter on which I am about to enter, to the best of my ability, so help me God."

ARTICLE 1 GENERAL ORDERS
DIVISION 1.3 MISSION STATEMENTS

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.3.1-City of Santa Fe Revised:2004 Mission Statement	

The mission of the City of Santa Fe is to provide professional, efficient service that ensures the health, safety, and welfare of all its citizens and its many visitors, and contributes to the preservation of Santa Fe's rich heritage and cultural diversity.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.3.2-SFFD Mission Statement Revised:2004	

The mission of the Santa Fe Fire Department is to preserve life and property through public education and prompt, efficient emergency response.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.3.3-Value Statement Revised:2004	

The Santa Fe Fire Department is dedicated to serving the best interest of the public by taking the steps necessary to reduce human suffering, as well as the preventable loss of life and property.

We take pride in the jobs we do and commit to continued learning, personal growth, and professional development. As members of this Department, we at all times work in a respectful, honest, and professional manner with each other, the public we serve, and members of all other agencies. We respect the property of others and will not intentionally disturb, damage, or take any possessions that are not ours.

The members of this agency take personal responsibility for their actions and willingly learn from their errors and omissions and seek to continually improve their performance.

All of us strive to represent the Department and the City in a favorable light while on-duty and to avoid off-duty behavior, which might damage the reputation of the City or the Department. We do not knowingly violate any laws.

Above all else we prize the dignity of human life and strive to treat all people with the compassion, professionalism, and understanding they deserve.

ARTICLE 1 GENERAL ORDERS
DIVISION 1.4 DEPARTMENTAL POLICY

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.1-Assignments Revised:2004	

All members shall be assigned for service on the basis of merit and qualifications for particular duties.

The Fire Chief, at his discretion, may assign any employee of the department to the Field Services Division, Support Services Division or to special assignments as may be required.

- A. Members of the department shall devote their on-duty time and attention to Fire Department activities, attending fires and other emergencies to which they are assigned, detailed or called. They shall ride on the apparatus going to and returning from alarms unless otherwise directed.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.2-Discrimination Revised:2004	

No Member shall be segregated, discriminated, or subject to harassment because of race, color, religion, sex, national origin, marital status, membership in social and fraternal organizations, age, sexual orientation, disability, veteran status, or any other group protected by local, state, or federal law.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.3-Department Property Revised:2004	

- A. All personnel shall exercise caution to avoid unnecessary damage or loss of department property, and be responsible

for the safekeeping and proper care of all department property in their charge.

- B. All personnel shall report without delay all accidents or damage to department property to their supervisor.
- C. Under no circumstances shall department property be loaned or borrowed or be permitted to be removed from premises to which it has been assigned or designated without the approval of a Chief Officer.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.4-Proper Titles Revised:2004	

All on duty personnel of the Fire department shall be addressed by their proper title while in public or at emergencies.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.5-Snow Removal Revised:2004	

Snow shall be swept or shoveled as soon as practical after snowstorms. Snow will be removed from all driveways and sidewalks adjacent to each station. If snow occurs during the night, stations will start snow removal by 0730.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.6-Apparatus Bay Revised:2004 Doors	

Apparatus bay doors will not be left open when apparatus are out of station for any reason. Doors shall be in the full open or full close position only.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.7-Twenty-Four Hour Clock Revised:2004	

The department shall operate under a twenty-four (24) hour time system, commencing at one minute after midnight (0001) and progressing for 24 hours until midnight (2400).

Employees shall familiarize themselves with the proper method of denoting time to facilitate the keeping of reports and records.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.8-Kitchen Facilities Revised:2004	

All facilities that are provided for the storage, preparation, cooking, and serving of food or drink shall be utilized for the benefit of all members. Assignment to such duties as may be necessary for the proper cleaning and maintenance of these facilities shall be under the direction of the station Captain.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.9-Gambling Revised:2004	

Gambling on department premises is prohibited.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.10-Profit Making Revised:2004	

No profit-making device, or contrivance, shall be used on department property without the approval of the Fire Chief.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.11-Station Visitors	Revised:2004

- A. No personal visitors shall be allowed in any fire station unless accompanied by fire department personnel.
- B. All visitors shall leave the premises no later than 2200 hours.
- C. Visitors are not permitted to use station exercise equipment.
- D. Visitors are not permitted on or near apparatus unless accompanied by Fire Department Personnel.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.12-Telecommunications	Revised:2004

- A. Station phones shall be utilized with courtesy and respect for co-workers, and calls shall be limited to 30 minutes in length.
- B. No incoming phone calls after 2200 hours.
- C. Long distance capability is provided for department member use only. All long distance calls shall be made collect or charged to the member's own phone or credit card. Long distance calls resulting in charges to the City shall be paid by the member making the call.
- D. When answering the phone, identify the station and self.
- E. Personnel who carry a personal cellular phone shall assume all responsibility for that phone. Use of the phone shall in no way interfere with regular or emergency duties.
- F. Personnel who bring personal computing devices to work shall assume all responsibility for the device. Use of the device shall in no way interfere with regular or emergency duties.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.13-Dormitory	Revised: 2004

- A. Beds shall be covered with the department bedspread and be presentable between 0800 and 1700 hours.
- B. Personnel shall make every effort to avoid unnecessarily disturbing any member who has retired for the night.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.14-Personal Vehicles	Revised: 2004

- A. No personal or private vehicles shall be parked on the ramp in front of the apparatus bay doors or inside any station, except as noted below.
- B. Bicycles and motorcycles may be parked in apparatus bays with the owner assuming responsibility for their vehicle.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.15-Safety Gear	Revised:2004

It shall be considered a disciplinary offense for any member to disturb any other member's personal safety equipment without that person's prior knowledge and approval. For a listing of supplied PPE, refer to the collective bargaining agreement.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.16-Work Day	Revised:2004

- A. Off-going crews shall rise no later than 0700 hours.
- B. Refer to the collective bargaining agreement for a description of the work day hours.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.17-Grievance Procedure	Revised:2004

Refer to City Personnel Rules and Regulations for non-bargaining employees. Refer to the current collective bargaining agreement for covered employees.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.18-Investigative Inquiries and Interviews	Revised:2004

Anyone requesting information pertaining to Department practices or policies shall be referred to a chief officer. All requests shall be cleared through the Fire Chief or department PIO.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.19-Shift and Station Transfers	Revised:2004

Refer to the collective bargaining agreement.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.20-Emergency Repair Requests Revised:2004	

Emergency repairs to department property and equipment shall be approved by the Battalion Chief.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.21-Animal Rescues Revised:2004	

The Santa Fe Fire Department is not responsible for animal rescues. Refer request to the Battalion Chief and City Animal Control.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.4.22-Firearms in Stations Revised:2004	

No firearms are allowed on City property.

ARTICLE I GENERAL ORDERS
DIVISION 1.5 INDIVIDUAL POLICY

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.5.1-Drugs and Alcohol	Revised: 2004

Refer to the current Drug and Alcohol Policy.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.5.2-Testimony	Revised: 2004

Each member when called upon to give evidence before any court, officer, competent tribunal, or board which is properly constituted according to law, shall conduct themselves with dignity, courtesy, and respect and shall fully, clearly, and without reservation state all facts pertaining to the case, or matter under consideration or investigation.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.5.3-Recall to Duty and Telephones	Revised: 2004

All employees on days off are subject to recall to duty in cases of emergency and shall maintain a telephone at their place of residence. All telephone expenses are the employee's responsibility.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.5.4-Place of Residence	
Revised: 2004	

All members shall notify the Chief's Office in writing within forty-eight hours of any change of residential address or telephone number.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.5.5-Tardiness	
Revised: 2004	

When members of the department are unable to report for duty on time, they shall report the circumstances to their Battalion Chief (or the Fire Marshal in the case of Fire Prevention personnel) as soon as possible.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.5.6-Occupation of Beds	
Revised: 2004	

Beds shall only be occupied by members from 1700 to 0700 hours. Occupation of beds other than at the times stated will be permitted at the station Captain's discretion.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.5.7-Beds and Quarters Revised: 2004	

Off-duty members may occupy extra or available beds in quarters only with the approval of the on duty station Captain or Battalion Chief.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.5.8-Lending of Names to Commercial Enterprises Revised: 2004	

All members shall abstain from lending their names, as members of the department, to any commercial or business enterprise, or approving or countenancing the use of the name and the prestige of the department for any such purpose.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.5.9-Rewards for Services Rendered Revised: 2004	

Members shall not accept a reward, fee or gift from any person for services incidental to the performance of duty, with the exception of an occasional non-pecuniary gift of insignificant value, not to exceed fifty dollars (\$50).

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.5.10-Personal Business Revised: 2004	

Subject to the authority of the station Captain, members may transact private business in quarters with a representative of a

commercial establishment, provided it does not interfere with departmental activities.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.5.11-Return of Equipment Revised: 2004	

Any member leaving the department for any cause must return through their immediate supervisor all department property that has been assigned. Otherwise, the cost of the articles not so returned will be deducted from the final paycheck.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.5.12-Leaving Station while on Duty Revised: 2004	

Members will not leave their duty station for any reason without the approval of the on-duty station Captain and Battalion Chief.

ARTICLE I GENERAL ORDERS
DIVISION 1.6 CORRECTIVE & DISCIPLINARY ACTION

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.6.1-Discipline Revised: 2004	

All members shall conform to and promptly obey all of the rules, procedures and guidelines of the department.

Corrective and disciplinary action may be taken for any one of (but not limited to) the following reasons:

- A. Violation of any official regulation or order or failure to obey any proper direction made and given by a superior, or failure to comply with any condition of employment or to

maintain any necessary qualification in the course of municipal employment.

- B. Negligent performance of duties.
- C. Unjustified failure or refusal to properly perform the duties assigned.
- D. Gross carelessness in the discharge of assigned duties.
- E. Horseplay or roughhousing on duty.
- F. Malfeasance in office or employment.
- G. Conviction or forfeiture of bail for any misdemeanor involving moral turpitude, or any felony.
- H. Having one's privilege to operate a motor vehicle on the public highways in the State of New Mexico suspended or revoked by the State of NM Department of Motor Vehicles where a driver's license is required for the performance of assigned duties.
- I. Unauthorized absence.
- J. Repeated tardiness.
- K. Inability to establish and maintain proper working relationships with fellow officers or other members.
- L. Illegal possession or use of drugs or narcotics including reporting for duty or being on duty under the influence of alcohol or drugs, or rendering oneself unfit to perform fully one's duties for reasons attributable to, or produced by, indulgence in alcohol, drugs, or any combination thereof.
- M. Absence from the job during the working hours without permission.
- N. Unauthorized use of City tools, equipment or property.
- O. Abuse or gross negligence in the care or operation of City tools, equipment of property.
- P. Use of sick leave for unauthorized purposes.
- Q. Conduct unbecoming to a public officer or employee.

- R. Receiving gratuities or any personal favor in exchange for the performance or for the nonperformance of an assigned duty.
- S. Discussion of confidential City business or information with unauthorized persons.
- T. Willfully making any false statements, certificates, or reports, or in any manner committing or attempting fraud.
- U. Violation of administrative rules and regulations.
- V. Incompetence or inefficiency in the performance of required duties.

S.F.F.D.-Standard Operating Procedures	Article 1
Division 1.6.2-Disciplinary Process	Revised: 2004

See Collective Bargaining Agreement.